

Decision under Delegated Powers

Two Year Fixed Term Contracts Supervisor (voids)

Officer Requesting the Decision

Derek Winn - Principal Officer Voids

Officer Making the Decision

Head of Landlord Services

Recommendations

1. That a new temporary 2 year Fixed Term post Contracts Supervisor (voids) post is created for 37 hours per week at scale SO2 within the Repairs and Investment section of Landlord Services (H003).
2. The cost of the post will be met from the HRA Financing Fund. Delegated authority has been given to the Director of Housing and Wellbeing in consultation with the Lead Member for Public and Private Sector Housing and the Council's Section 151 Officer or Head of Finance to draw down from the HRA Financing Fund a sum of up to £500k each year to fund initiatives to meet the challenges arising from a complex operating environment and improve services provided to tenants.

Reasons


1. The creation of a Contracts Supervisor (voids) post is required to assist with the large number of backlogged voids that the section is dealing with at present. The post would completely focus on the management of the contractor that has been brought into the void service for this purpose. The plan is to eliminate the backlog using the contractor within 2years which is the term length of the current contract in place. Therefore the post would be required for a 24-month fixed term period. To support effective contract management and delivery of a high-quality void repairs. The position would focus on every aspect of managing the contract including drawing up specifications, following the quantity surveying (QS) process, ensuring the Lettable Standard is adhered to and ensuring the contractor delivers their targets whilst producing the quality and standard of work CBC requires.
2. To Resource the post

Authority for Decision

The Constitution gives the Chief Executive, as head of paid service, delegated authority to agree changes to the establishment, within budget and without major operational disruption or interruption of services or involving a change from direct to indirect provision or vice-versa or other policy implications.

Decision and Date

Approved.



Jan Glass
06.11.24

Background

A backlog of Void properties has built up over the past 3 – 4 years due to the fact the Council has not been able to secure the services of a contractor that is able to supply the extra services required to deal with Major or Complex void work. This means that the inhouse team has only had the resources to deal with selected or minor work. We now have a contractor on board for a fixed period of 2 years to deal with this backlog. Due to the sheer volume we need a separate supervisor to oversee the management of this contract whilst the current supervisory team continue to deal with the incoming void volume utilising our direct labour.

Comments from HR

HR Adviser: S Choudhury (28/10/24)

Once the DD is approved and the post is created, management will need to follow the steps of the recruitment policy to recruit to this temporary fixed term post of 2 years.

Financial Implications

That a new temporary 2 year Fixed Term post (no. TBC) Contracts Supervisor (voids) post is created for 37 hours per week at scale S02 within the Repairs and Investment section of Landlord Services (H003).

Assume start date: 1st December 2024

2024/25 (4mnths) costs: *£17,600
 2025/26 (12mnths) costs = *£55,300
 2026/27 (8mnths) costs *£38,200 (assume 3.5% uplift from 2025/26)

Total cost: 111,100 being charged to H003 A0101

*Costs calculated at the bottom of the grade based on 2024/25 and 2025/26 Salary Master with incremental increase and includes on-costs.

The cost of the post will be met from the HRA Financing Fund. Delegated authority has been given to the Director of Housing and Wellbeing in consultation with the Lead Member for Public and Private Sector Housing and the Council's Section 151 Officer or Head of Finance to draw down from the HRA Financing Fund a sum of up to £500k each year to fund initiatives to meet the challenges arising from a complex operating environment and improve services provided to tenants.

;

Comments from Legal :

Risk Management

There are no specific risks associated with this decision.



JOB PROFILE	
Directorate:	Landlord Services
Service Area:	Repairs and Maintenance
Job Title:	Contractor Supervisor - Voids
Grade:	SO2
Post Number:	TBC
Base/Location:	Southfield Offices
Responsible To:	Principal Officer Voids

Responsible For:	Void Contractors & Subcontractors
Key Relationships/ Liaison with:	Customers of Charnwood Borough Council, Suppliers, Contractors and Consultants, Council Officers, MP & Councillors, Repairs & Maintenance Manager, Business Support Manager, Asset Manager, Senior Managers, Chief Executive, Board Members

Job Purpose

- To ensure Charnwood Borough Council achieves its vision and business objectives by supporting the Principal Officer - Voids to drive and develop the services to achieve and maintain top quartile performance in all categories.
- To facilitate and supervise void maintenance services supplied by our contractors to achieve top quartile KPI and other performance indicators as may be specified.
- Deliver high quality customer standards in line with proactive tenant and leaseholder engagement.
- To effectively lead, develop and motivate the voids contractor teams, monitor and report on the delivery of the Contractor Void Maintenance services, ensuring they meet time, cost, quality targets and the needs of our residents.
- To ensure all contractors within the section have a clear focus on quality and customer service delivery and are motivated and empowered to achieve objectives.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1.	Support the Principal Officer – Voids with the achievement of strategic, corporate and partnership initiatives for the repairs and investment services.
2.	To ensure that all contractors, sub-contractors, partners and suppliers provide an agreed level of customer service that meets the service vision of Charnwood Borough Council.
3.	To provide quality in service delivery and lead on all aspects of void maintenance for Charnwood Borough Council, including management of the maintenance contractors, external material suppliers and sub-contractors.
4.	To support the Principal Officer – Voids, through partnership working, in the delivery of Charnwood Borough Council's mission, vision and values and the delivery of the Management Agreement and Delivery Plan.
5.	To ensure that there is performance accountability within the void service, and that there is a full commitment to the delivery of excellent customer focused services.
6.	To deliver service improvements through the application of Charnwood Borough Council's Performance Management Framework thereby ensuring that the organisation delivers excellent services to all customers.
7.	To support the Principal Officer - Voids in contributing to the development and implementation of an integrated strategic and commercial approach to the delivery of an excellent repairs and maintenance service.
8.	To carry out both work in progress and post inspections to ensure that repairs are being carried out effectively. Post inspection work will involve visiting void properties around the Borough.

9.	To ensure that the void service has an awareness of the sector and its challenges and looks for ways to exceed customer expectations through a focus on continuous improvement and a proactive approach to all best practice.
10.	To ensure that the organisation's health and safety, equality, diversity and inclusion policies are fully implemented by our contractors at all times and in all aspects of service delivery and employment. To support on all safeguarding requirements for the service area.
11.	Prepare reports when requested for consideration by the Head of Landlord Services. To provide comprehensive written reports regarding contractor services, following investigations, complaints, pre and post repairs inspections, diagnosis of repairs defects and produce detailed specifications as required.
12.	To ensure compliance with standing orders, financial regulations, all legal, statutory and any other relevant provisions governing or affecting the council.
13.	To ensure effective budgetary management, including delivering recharges to Council procedures, which maximises value and minimises expenditure and ensures effective controls and management of resources.
14.	To develop and maintain a customer focused culture, values and reputation in all of the council's markets and with all contractors, customers, suppliers, sub-contractors, partners and regulatory /official bodies.
15.	To act as an ambassador of the Council by displaying at all times a professional and responsible attitude.
16.	To be responsible for delivering an excellent vacant property repairs service that is customer focussed and meets all legislative and statutory requirements.
17.	To resolve contractor generated complaints about the void service in a prompt, positive and professional manner liaising with the Customer Liaison officer.
18.	The post holder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
19.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

Special Factors

- The nature of the work will involve the jobholder carrying out work outside of normal working hours.
- Post holder must have a full driving licence.

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Principal Officer Voids

Date: September 2024



Directorate:	Landlord Services
Service Area:	Repairs and Maintenance
Job Title:	Repairs and Maintenance Contractor Supervisor - Voids
Grade:	SO2
Post Number:	TBC

	Essential	Desirable
<p><u>Qualifications</u></p> <p>Working towards HNC/NVQ 3 or above Building Studies/Construction Management or equivalent level. Trade qualification</p> <p>Evidence of continual professional development.</p> <p>Appropriate qualifications in Health & Safety SMSTS equivalent or above</p> <p>Appropriate supervisory qualification</p> <p>Or</p> <p>Demonstrable experience, skills and knowledge identified within the requirements of the job profile, as evidenced through formal performance review processes.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
<p><u>Experience</u></p> <p>Proven supervisory experience in the delivery of a high-quality contractor led maintenance service.</p> <p>Experience in managing maintenance repairs within a housing operation.</p> <p>Contract supervisory experience in a construction related environment.</p> <p>Previous experience of surveying and inspecting domestic properties</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>

	Essential	Desirable
<u>Skills / Knowledge</u>		
Substantial knowledge of causes and remedies of domestic building defects, damp, condensation, and repairs.	✓	
Good knowledge of Health & Safety and relevant Statutory legislation.	✓	
Awareness of working with asbestos and the health and safety requirements.	✓	
Ability to prioritise workload, multi-task, and work with minimum supervision.	✓	
A pragmatic approach to problem solving		✓
Good working knowledge of IT systems including Word and Excel and ability to use and apply housing management systems and housing management repairs data base.		✓
<u>Interpersonal Skills</u>		
Excellent organisation and planning skills.	✓	
Excellent oral and written communication skills.	✓	
Ability to influence and motivate others in order to inspire trust and confidence.	✓	

Prepared by: Principal Officer Voids

Date: September 2024